

Addendum No. 3 to RFP No. GLW-0822
For the OneNASA Portal
September 11, 2002

In regard to the subject RFP, the following questions and corresponding answers are being provided to all proposers on this OneNASA Portal website. Please acknowledge receipt of Addendum No. 3 in your proposal (i.e., Attachment A-1, ACKNOWLEDGMENT, Item 8).

Question 1.

When will the final questions regarding this procurement be accepted?

Answer 1.

Questions will be accepted until 3 p.m. Local Time on September 12, 2002. The last addendum to the RFP will be issued on September 13, 2002.

Question 2.

What usage metrics exist to provide a baseline and a way to measure site performance improvement?

Answer 2.

Note that in 2.3.1.2 of the Specimen Contract, "Accommodate capability for an average capability of 1.0 million visits and 100 gigabytes of data transferred **per month** with capacity to accommodate peaks of 1.5 million visits and transferred 5.5 gigabytes of data **in a single day.**"

Question 3.

Can you disclose the number of proposals NASA anticipates receiving on this RFP?

Answer 3.

No.

Question 4.

We have additional information that we would like to submit as appendices: e.g., master services agreement, additional case studies, assumptions, etc. Could this information be submitted such that it will not count against the page limitations?

Answer 4.

No.

Question 5.

Is a more detailed vision for the conversion of existing content to the portal available? Should we assume that the portal would eventually replace existing NASA websites? For example, will mars.jpl.nasa.gov eventually become OneNASA/mars with all content brought into the portal? What metric can we use to estimate the conversion of existing content to the portal – can you provide guidelines for our assumptions?

Answer 5.

The OneNASA portal will not replace all existing NASA web sites. We currently estimate 3500 public web sites (not pages) at the Agency and expect 1000 of those to be integrated in some way by February 1, 2003. Additional integration into the portal should be at a rate of 100 web sites per week.

Question 6.

Is the contractor expected to create multimedia applications as part of this development, such as 3D animations, flash and/or shockwave applications, beyond what may be required for interface and navigation?

Answer 6.

No.

Question 7.

Is the contractor expected to support the conversion of content by supplying writers and/or content experts?

Answer 7.

Only to the extent necessary to create the information architecture.

Question 8.

Does “Full Deployment” by 1 February 2003 mean all requirements must be met by this time, or can we lay out a plan which meets a significant number of requirements by this date, then gradually work to satisfy additional requirements during the following months. If this is acceptable, is there a priority for capabilities offered on 1 February?

Answer 8.

Full deployment means that all requirements are met for the first 1000 web sites.

Question 9.

Are there specific tools/software that NASA prefers because there is in house expertise, or

previously developed capabilities?

Answer 9.

No.

Question 10.

Referring to requirement 4.12, are we correct in assuming we will not be providing a tool to create the 3D renderings, only display?

Answer 10.

Yes.

Question 11.

Referring to requirement 5.7, are there sample reports that can be provided, or can the types of reports be identified for contractors?

Answer 11.

No.

Question 12.

2.1.7 of the Technology Plan states, "*The projected capacity of the OneNASA Portal should be the ability to handle a factor of 10 increase in response time...*" It is unclear what a factor of 10 increase in response time means, please clarify {transmission speeds of less than 30 bps [assume this is 30Kbps not 30 bps]}.

Answer 12.

Note that in 2.3.1.2 of the Specimen Contract, "Accommodate capability for an average capability of 1.0 million visits and 100 gigabytes of data transferred **per month** with capacity to accommodate peaks of 1.5 million visits and transferred 5.5 gigabytes of data **in a single day.**" The number should be 30 Kbps.

Question 13.

Referring to 2.1.8 of the Technology Plan, is there a requirement for number of simultaneous user requests? It appears part of our solution should include hosting a streaming media server solution?

Answer 13.

Yes.

Question 14.

RFP, Page 11, Section 1.0. Paragraph asks for discussion of up to five web portal deployments. Are citations of relevant performance allowable from the subcontractor team members as well the prime contractor?

Answer 14.

Yes.

Question 15.

RFP, Page 11, Section 1.1. Performance citations may include web sites currently available to government agency personnel other than JPL/NASA. Will these web sites be considered as acceptable citations for evaluation?

Answer 15.

Yes. Provide screen captures when appropriate.

Question 16.

RFP Page 1, Section 2.0. What are acceptable page size (image), font size and line spacing parameters for the proposal format?

Answer 16.

Page size = 8.5 × 11 inches; font size = 10 points; line spacing = single space.

Question 17.

RFP, Page 8, Section 1.1.3. Does the JPL/NASA expect that that CD version of the customizable MyNASA page to be interactive?

Answer 17.

No.

Question 18.

Is prior government experience required?

Answer 18.

No. Relevant experience is not limited to government experience.

Question 19.

The RFP/Specimen Contract requires “subsidiary-level pages.” Is there a recommended number of sub-pages?

Answer 19.

No.

Question 20.

If we were to submit three different treatments of look and feel, would we then submit three separate proposals, assuming technical fulfillment and site architecture remain the same across all three treatments?

Answer 20.

All three treatments should be submitted under the same proposal as alternative designs.

Question 21.

Is it acceptable to include pertinent partner/subcontractor information in the relevant experience section of our proposal?

Answer 21.

Yes, but it does not relieve the Prime Contractor of its obligation to provide JPL pertinent information.

Question 22.

Does attachment A-14 supersede the Relevant Experience section or augment it?

Answer 22.

The A-14 attachment augments the Relevant Experience volume.

Question 23.

RFP paragraph 2.1.5 states, “The search must be able to incorporate a back end thesaurus and integrate with topical categories defined elsewhere on the portal.” Is the thesaurus cited here the “NASA Thesaurus (1998 Print Edition) or any other existing thesaurus or will Phase 2 of the project entail the creation of a special thesaurus for the OneNASA portal?

Answer 23.

The NASA Thesaurus was developed for print publications. You have the option of using it for the OneNASA Portal.

Question 24.

How many design comps are required?

Answer 24.

A sufficient number to convey your design ideas.

Question 25.

Do you have any "CMS" preferences?

Answer 25.

No.

Question 26.

Are you requiring a fixed price for Phase 2?

Answer 26.

Yes.

Question 27.

In RFP Volume I, Section 1, you request a sample OneNASA Portal design. Is the requirement that the sample design be working HTML or static page design comps?

Answer 27.

Working HTML.

Question 28.

Re: RFP Volume I, Section 1.1.4, style guides are not usually developed until after a design is finalized. Are sample schematics acceptable to meet this requirement?

Answer 28.

Sample schematics are acceptable through the Preliminary Design Review.

Question 29.

The RFP states: "The technology plan will include a demonstration of the offeror's capability to

fulfill the requirements, either alone or in partnership with others". We understand a demonstration could be done by directing the reviewers to an URL for front-end capabilities but how would we demonstrate the capability of content management on the back end?

Answer 29.

For Phase 1, a description of the content management workflow, capabilities, functionality, and samples is required.

Question 30.

What type of resources will be available to the 4 PDR vendors for the purpose of defining requirements? Will there be a single point of contact? Will site visits be possible? Phone conferences? Video conferences?

Answer 30.

A single point of contact will be provided for any clarifications. Site visits are to be determined.

Question 31.

Will OneNASA be strictly an information portal or will some websites allow for the ability to conduct secure transactions on-line? If so, would these be done through shopping cart infrastructure specific to that website or through a common transaction portal?

Answer 31.

OneNASA is a multimedia, information portal serving only publicly-accessible information.

Question 32.

Exhibit 1. OneNASA Technical Design Requirements, 7.1: "Shall provide a secure, authenticated, Web-based metrics reporting site"

- Are metrics reported across all agencies or by agency? Is it safe to assume that a 'channel' is referring to an agency or website?
- Will the authenticated report viewers be acting on behalf of a specific agency or many?
- Do the reports need to be 508 compliant?
- Are the reports run periodically or on demand? I.e. if there is no one asking for the metrics for the last hour, is there a need to compute them (other than for performance reasons).
- Will the queries for these reports be static, or can the user specify criteria at run time? For instance the user may want to see metrics for only a given day in the past for a given channel versus getting a 'canned' report in which he/she may have to page through to find the relevant information.

Answer 32.

Refer to RFP Exhibit 1, OneNASA Technical Design Requirements: System Reporting and Metrics (7.1 through 7.7).

Question 33.

RFP Technical and Management Instructions 1.4 states “Submitted designs must comply with Section 508 of the Rehabilitation Act of 1998” How will the demo be evaluated for 508 compliance?

- Will the html structure of the pages be reviewed or will a tool such as the JAWS reader be used?
- What tools or browser components will end users rely upon for 508 accessibility?
- Does the content management portion of the system, which would not be accessible to end users, need to be 508 compliant?
- Will the team developing content need training on developing 508 compliant content?

Answer 33.

All interfaces to the system will be validated to ensure 508 compliance.

Question 34.

RFP Technical and Management Instructions 1.7 states “Any use of persistent cookies must be explicitly noted.” – The Federal Office of Management and Budget (OMB) policy states “that persistent cookies should not be used unless there is a clear and conspicuous notice, a compelling need to gather the data on the site, appropriate and publicly disclosed safeguards for handling information derived from cookies, and approval by the head of the agency. The guidelines are applicable even if the persistent cookie does not contain personally identifiable information.” With OMB making such strong recommendations against the use of persistent cookies and requiring head-of-agency approval to do so, why even allow the possibility to use them? Are there extenuating circumstances under which it is felt that persistent cookies would be needed?

Answer 34.

Proposers should note any use of persistent cookies that their solution relies upon.

Question 35.

Exhibit 1. OneNASA Technical Design Requirements, 5.3: “Shall provide integration with existing key NASA systems”. Through what protocols and technologies? Assume those specified in section 2.23 and 2.24. What about others such as CORBA, Java/RMI, COM/DCOM, SOAP, WebServices, XML?

Answer 35.

The use of open standards and protocols is encouraged (Requirement 5.6).

Question 36.

RFP Technical and Management Instructions 2.1.8 states “We anticipate 2000,000 users with up to 800,000 hits/minute...” Please confirm anticipated number of users to ensure proper comma placement.

Answer 36.

Confirm 2,000,000 users.

Question 37.

RFP Technical and Management Instructions 2.1.9 states “Plan to provide information to audiences with different technologies available to them, including lower-end computers and slow-speed connectivity”.

- (1) What would be considered a lower-end computer?
- (2) What would be slow-speed connectivity?
- (3) Does different technologies include PDA and mobile phones? Will specific content be developed for these platforms or should the content adapt itself at run-time?

Answer 37.

- (1) and (2) are addressed in Addendum 1, Question 39.
- (3) Refer to RFP Exhibit 1, OneNASA Technical Design Requirements (3.21 and 4.10).

Question 38.

Exhibit 1. OneNASA Technical Design Requirements, 1.14: “May provide content based on roles and authentication”.

- (1) What roles are there in addition to the 5 user groups?
- (2) Can the same user have more than one of these roles?
- (3) What data is used to authenticate users? To which of these items do the federal Privacy Statement and Disclaimer apply?
- (4) Will authentication credentials vary by website?
- (5) Does a user supply personal credentials each time an authentication is done, or will the user supply these credentials the very first time as part of an enrollment and then from that point on supply a username / password? If so, does the user have the option to ‘opt out’ at a later time by which his personal information would be removed from the website to which he was enrolled?
- (6) If a user is using multiple NASA websites requiring authentication, will the user be expected to supply credentials as he navigates to each site, or is ‘single sign on’ desirable?
- (7) Which of the existing NASA Web sites would demonstrate use cases relative to anonymous and authenticated user access?

Answer 38.

- (1) None.
- (2) Yes.
- (3) – (7) Refer to RFP Volume I – Technical and Management Instructions, paragraph 1.5.

Question 39.

Pricing Instructions – Please clarify your request. Are you requesting scoping/pricing for the entire initiative at this time or merely requesting a breakdown of costs associated with just the initial (phase one) design and high level technical planning stage of the project?

Answer 39.

The proposals should present pricing for Phase 1.

Question 40.

Exhibit 1. OneNASA Technical Design Requirements, 1.5: You reference the need for rigorous usability testing with specific NASA audiences. Is NASA organizing and facilitating this testing or is it your expectation that we would be directly responsible for user acceptance testing on these audiences? Also, To the extent that these audiences are reflected in section 1.1.10 of the specimen contract (i.e. general public, teachers, students, Kids, News Media), which of these groups do you view as needed to require 508 compliance?

Answer 40.

The proposer would be responsible for the testing. All groups require 508-compliant sites.

Question 41.

Exhibit 1. OneNASA Technical Design Requirements, 1.12: “Shall be operable across Windows, Macintosh...” Will the demo be evaluated on multiple platforms or just a specific one?

Answer 41.

Self-explanatory.

Question 42.

RFP Technical and Management Instructions 2.1.12 states “proposals that rely on proprietary or single-vendor solutions should clearly state so”. Does this also apply to the use of open source components? Is the use of open source components permissible?

Answer 42.

Self-explanatory.

Question 43.

Section 2.1.10 of the RFP states that "The design proposal must therefore also include the identification of the lowest-cost hosting environment that meets the performance requirements.". Does this mean that you want a plan for selecting low-cost hosting or actually

providing a suggested low cost hosting provider?

Answer 43.

Proposals must include an integrated solution for hosting the site.

Question 44.

Section 2.1.11 of the RFP states to "Discuss any planned partnerships, if necessary, to fulfill the requirements". Is this just for any subcontractors that we might use? Or should we include any vendors, COTs providers, and hosting providers in this section as well?

Answer 44.

Include both.

Question 45.

Section 7.1.7.4 of the RFP states that as part of source selection they will be "Assessing the proposed personnel and the proposers capabilities for performing the work". In this initial RFP there does not appear to be any requirements that state that we should propose personnel. Should we actually propose personnel and provide resumes?

Answer 45.

There is no requirement for resumes for Phase 1.